

COWIB Policy on Sequencing of Services

Pursuant to Oklahoma Employment & Training Issuance #43-2000

December, 2005

(Approved by the COWIB ... December 21, 2005)

PURPOSE: To establish a local policy on the progressive level of services to be delivered to customers of the COWIB’s One-Stop Career Centers.

AUTHORITY: The authority for this policy derives from Oklahoma Employment and Training Issuance #43-2000 (“Sequencing of WIA Services,” August 9, 2000). The issuance provides the following overview of the State Policy on this subject:

“As a customer transitions through the varied levels of services... there are important policy decisions that the designated Workforce Investment Board (WIB) must make. These policy decisions directly influence how customer needs will be met and how the One-Stop ‘does business.’”

BACKGROUND: As described in the WIA Final Regulations, “WIA provides for three levels of services: core, intensive, and training, with service at one level being a prerequisite to moving to the next level. The regulations establish the concept of a tiered approach but allow significant flexibility at the local level.”

STATE & FEDERAL REQUIREMENTS: In developing a policy for handling grievances and complaints, the Central Oklahoma Workforce Investment Board, its One-Stop Operator, and One-Stop Center staff must be mindful of the requirements of our State and Federal funding sources.

Federal Policy: The federal requirements are described in the following sections of the WIA Final Regulations:

- 663.160 Are there particular core services an individual must receive before receiving intensive services under WIA section 134(d)(3)?
- 663.165 How long must an individual be in core services in order to be eligible for intensive services?
- 663.220 Who may receive intensive services?
- 663.240 Are there particular intensive services an individual must receive before receiving training services under WIA section 134(d)(4)(A)(i)?
- 663.250 How long must an individual participant be in intensive services to be eligible for training services?

State Policy: Oklahoma Employment and Training Issuance #43-2000 offers basic guidance on how WIA customers will move from one level of service to the next.

LOCAL POLICY:

It shall be the policy of the Central Oklahoma Workforce Investment Board (COWIB) and its Board of Local Elected Officials (LEO) that all Workforce Investment Act Title I-funded services shall be delivered in a manner that fully complies with the WIA law and regulations.

Managers and staff members of the COWIB's One-Stop Centers are hereby directed to use the following framework for the delivery of core, intensive, and training services.

LEVEL 1: Core Services.

The One-Stop Career Centers will provide a wide range of Core Services. The core services identified in section 134(d)(2) of the WIA are:

- (1) Determinations of whether the individuals are eligible to receive assistance under subtitle B of title I of WIA;
- (2) Outreach, intake (which may include worker profiling), and orientation to the information and other services available through the One-Stop delivery system;
- (3) Initial assessment of skill levels, aptitudes, abilities, and supportive service needs;
- (4) Job search and placement assistance, and where appropriate, career counseling;
- (5) Provision of employment statistics information, including the provision of accurate information relating to local, regional, and national labor market areas, including--
 - (i) Job vacancy listings in such labor market areas;
 - (ii) Information on job skills necessary to obtain the listed jobs; and
 - (iii) Information relating to local occupations in demand and the earnings and skill requirements for such occupations;
- (6) Provision of program performance information and program cost information on:
 - (i) Eligible providers of training services described in WIA section 122;
 - (ii) Eligible providers of youth activities described in WIA section 123;
 - (iii) Providers of adult education described in title II;
 - (iv) Providers of postsecondary vocational education activities and vocational education activities available to school dropouts under the Carl D. Perkins Vocational and Applied Technology Education Act (20 U.S.C. 2301 et seq.); and
 - (v) Providers of vocational rehabilitation program activities described in title I of the Rehabilitation Act of 1973 (29 U.S.C. 720 et seq.);
- (7) Provision of information on how the local area is performing on the local performance measures and any additional performance information with respect to the One-Stop delivery system in the local area;
- (8) Provision of accurate information relating to the availability of supportive services, including, at a minimum, child care and transportation, available in the local area, and referral to such services, as appropriate;
- (9) Provision of information regarding filing claims for unemployment compensation;
- (10) Assistance in establishing eligibility for--
 - (i) Welfare-to-work activities...; and
 - (ii) Programs of financial aid assistance for training and education programs that are not funded under this Act and are available in the local area; and
- (11) Followup services, including counseling regarding the workplace, for participants in workforce investment activities authorized under subtitle (B) of title I of WIA who are placed in unsubsidized employment, for not less than 12 months after the first day of the employment, as appropriate.

Pursuant to 20 CFR 663.160, an individual must receive at least one core service before receiving intensive services:

“...At a minimum, an individual must receive at least one core service, such as an initial assessment or job search and placement assistance, before receiving intensive services. The initial assessment provides preliminary information about the individual's skill levels, aptitudes, interests, and supportive services needs. The job search and placement assistance helps the individual determine whether he or she is unable to obtain employment, and thus requires more intensive services to obtain employment. The decision on which core services to provide, and the timing of their delivery, may be made on a case-by-case basis at the local level depending upon the needs of the participant.”

Therefore, during the process of providing Core Services, center operator staff should attempt to determine whether or not the customer is unable to obtain employment. As a basis for this determination, one or more of the following requirements must be met:

- Completion of the initial assessment of skills, abilities, interest, aptitudes and support service needs;
- Completion of a job search during which the customer will apply for employment or be referred by the Center;
- A record of job search activity reflecting:
 - Employer's name and telephone number;
 - Position applied for;
 - Date of application; and
 - Contact person.

~~When the need for Intensive Services is based on an initial assessment of skills, abilities, etc., the One-Stop Center must determine that the individual:~~

When the need for Intensive Services is based on an initial assessment of skills, abilities, etc., the One-Stop Center must have a rationale for making a determination. The COWIB recognizes that the workforce professionals in our One-Stop Centers are in the best position to make a determination of the need for Intensive Services. An acceptable rationale or justification for determining a need for Intensive Services could include an observation that the customer:

- a. lacks employment history that demonstrates the ability to obtain and retain self-sufficient employment for periods of at least one (1) year; i.e., sporadic employment at low wages; or
- b. lacks identifiable job skills that would enable the individual to obtain employment at a self-sufficient wage; or
- c. displays one or more of the following characteristics: displaced homemaker, reading below the eighth grade level, limited language skills, public assistance recipient, **offender, individual with a disability, older individual, likely to**

exhaust UI benefits, a single head of household, or laid off from a declining industry.

*NOTE: For a definition of “Self-Sufficiency,” see Attachment A to this policy. The Central Oklahoma Workforce Investment Board adopted this definition in October, 2000. **May, 2007.***

Pursuant to 20 CFR 663.160(b), a determination of the need for intensive services must be contained in the participant's case file.

The primary goal of Core Services is to assist the customer in obtaining self-sufficient employment. If an applicant is unsuccessful in obtaining self-sufficient employment in Core Services, and has met the above requirements, s/he may be allowed to progress to the next level of services.

Level 2: Intensive Services

This level of service will require considerable staff assistance and possibly the dispensing of supportive services. Therefore, applicants who receive Intensive Services must be determined eligible and then registered as a WIA participant.

Intensive Services include but are not limited to:

- Job Search, Job Referrals and Placement Services
- Comprehensive / specialized assessment
- Development of the Individual Employment Plan (IEP)
- Group counseling
- Case management for customers seeking training
- Support services
- Follow-up
- Attendance at workshops
- Short-term prevocational services; i.e., Literacy, Adult Basic Education

NOTE: With respect to short-term prevocational services, “short-term” may mean a period of six months or less, unless special circumstances require a longer period as assessed and documented by the case manager.

Pursuant to 20 CFR 663.240, an individual must receive at least one intensive service before the individual may receive training services:

“...At a minimum, an individual must receive at least one intensive service, such as development of an individual employment plan with a case manager or individual counseling and career planning, before the individual may receive training services.”

Therefore, during the process of providing intensive services, center operator staff should attempt to determine whether or not the applicant is unable to obtain employment, and thus requires Training Services.

In order for an applicant to progress from Intensive Services to Training Services, they must meet each of the following requirements:

- The applicant must have met all requirement(s) as established by the WIB for Core and Intensive Services; and
- The customer must have actively participated in the development of an Individual Employment Plan (IEP).
 - The applicant's Individual Employment Plan must clearly document the need for Training Services.
 - Through the Assessment and IEP process, there must be a determination that the applicant has the skills and qualifications to successfully participate in the selected training program.
 - The Assessment and IEP process must be designed so as to provide understandable basic information regarding the chosen training program and career field; i.e., working environment, compensation, advancement opportunities.

Pursuant to 20 CFR 663.240(b), a determination of need for training services must be maintained in the participant case file.

Level 3: Training Services

When a participant is unsuccessful in obtaining employment through Core Services and Intensive Services, it is likely that they need Training Services in order to successfully compete in the job market.

Training services are listed in WIA section 134(d)(4)(D), and they include:

- (i) occupational skills training, including training for nontraditional employment;
- (ii) on-the-job training;
- (iii) programs that combine workplace training with related instruction, which may include cooperative education programs;
- (iv) training programs operated by the private sector;
- (v) skill upgrading and retraining;
- (vi) entrepreneurial training;
- (vii) job readiness training;
- (viii) adult education and literacy activities provided in combination with services described in any of clauses (i) through (vii); and
- (ix) customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training.

NOTE: This list is not all-inclusive and additional training services may be provided.

Training Services are to be provided in a manner that maximizes customer choice.

Revised – October 8, 2007

POLICY ADDENDA: The COWIB Chief Executive Officer is authorized to issue additional instructions, guidance, forms, etc., to further implement the requirements of this policy.

Inquiries about this policy should be directed to the COWIB's Program Operations Manager at (405) 622-2030.

Attachment A

Definition of “Employment Allowing for Self-Sufficiency”¹

**Approved by the Central Oklahoma Workforce Investment Board
May, 2007**

For the purpose of implementing Section 134(d)(3)(A)(ii) of the Workforce Investment Act, the term “Employment Allowing for Self-Sufficiency” as it applies to a currently employed worker shall be defined as follows—

An individual who is employed in a full-time job at a pay rate of \$22.00 an hour or more shall be considered to have achieved employment that allows for self-sufficiency.

If the worker’s pay rate is at or above the level defined above, then that worker shall be considered to be self-sufficient and a determination shall be made that intensive services are not required.

EXCEPTION: If the individual is an eligible Dislocated Worker, “self-sufficiency” shall be defined as full-time employment at a rate of pay equal to or greater than his / her **pre-layoff wage rate** – even if the pre-layoff wage was greater than \$22.00 per hour.

“Full-time” employment, in this context, shall be defined as employment that: (a) Compensates the individual for at least 32 hours of work each week; and (b) Is expected to continue for more than a short duration.

With respect to the worker’s expected duration of employment, the individual’s assessment of his/her job security should be accepted at face value. Factors in the analysis of employment security may include: The likelihood of a potential layoff or business closing; general business conditions in the labor market area and/or industry of employment; business trends relative to the worker’s specific employer; and the presence or absence of a labor agreement.

Employment that is seasonal or temporary in nature may be presumed to be less than “Full-Time.”

If it is accepted that the worker’s continued employment is unlikely to continue beyond the next six months, then it must be concluded that the individual’s job does not meet the definition of “Employment Allowing for Self-Sufficiency.”

If for any reason the worker’s current job does not meet the definition of “Employment Allowing for Self-Sufficiency,” then intensive services may be offered as determined by the One-Stop Operator.

¹ From the COWIB’s Policy on Employment Leading to Self-Sufficiency; approved May 16, 2007.